

Process Maturity Scorecard

A repeatable way to answer 'how good is this process, really?' Five dimensions, five levels, one page per process — scored with evidence rather than opinion, so the same process scored by two people lands in the same place.

Five dimensions

Maturity is not a single number. A process can be beautifully documented and completely unmeasured, or heavily automated with no owner. Scoring across five dimensions makes those imbalances visible.

- Definition — is the process written down, current, and recognisable to the people who run it?
- Measurement — do you have an event log with case, activity, timestamp, and actor?
- Control — are the governance rules explicit, evaluated, and owned?
- Automation — how much of the flow runs without manual re-keying or chasing?
- Improvement — is there a cadence that turns findings into changes, with before-and-after evidence?

Five levels

Each dimension is scored one to five against the same ladder, so scores are comparable across processes and across teams.

- 1 — Ad hoc: it depends who is on shift.
- 2 — Repeatable: consistent in practice, undocumented or unmeasured.
- 3 — Defined: documented, agreed, and recognisable in the data.
- 4 — Managed: measured against thresholds, with named owners acting on exceptions.
- 5 — Optimising: changes are made from evidence and the effect is measured.

Scoring with evidence

Each score needs an artefact behind it. A score of four for measurement means you can point at the log; a score of four for control means you can point at the rule and its breaches. If nobody can produce the artefact in ten minutes, the score drops a level.

Score as a small group of three to five people who actually run the process, not as a workshop of thirty. Disagreements are the useful part — record them as notes on the scorecard.

Reading the shape, not the total

The total is a headline; the shape is the plan. A process scoring 4-4-2-3-2 does not need more automation, it needs controls and a review cadence. A process scoring 2-4-4-4-3 has strong instrumentation running on an undocumented flow, which is fragile the moment key people leave.

Re-score quarterly. A dimension that has not moved in three quarters is telling you where the real constraint sits.

Video walkthrough — key points

1. Process Maturity Scorecard

- Five dimensions
- Five levels
- One page per process

This is the Automated Governance Systems process maturity scorecard. It is a repeatable way to answer a deceptively hard question: how good is this process, really? Five dimensions, five levels, and one page per process.

2. The five dimensions

- Definition
- Measurement
- Control
- Automation
- Improvement

Maturity is not a single number. We score five dimensions. Definition: is it written down and current. Measurement: do you have an event log. Control: are the rules explicit and owned. Automation: how much runs without re-keying. And improvement: is there a cadence that turns findings into change.

3. The five levels

- 1 Ad hoc · 2 Repeatable · 3 Defined
- 4 Managed · 5 Optimising

Every dimension uses the same ladder. One, ad hoc: it depends who is on shift. Two, repeatable. Three, defined and recognisable in the data. Four, managed against thresholds with named owners. Five, optimising, where changes are made from evidence and the effect is measured.

4. Score with evidence

- Ten-minute artefact test
- Three to five people who run the work

Each score needs an artefact behind it. If nobody can produce that artefact within ten minutes, the score drops a level. Score as a small group of three to five people who actually run the process. The disagreements are the useful part, so record them on the scorecard.

5. Read the shape

- 4-4-2-3-2 needs control, not automation
- Re-score every quarter

The total is a headline; the shape is the plan. A process scoring four, four, two, three, two does not need more automation. It needs controls and a review cadence. Re-score quarterly, and treat any dimension that has not moved in three quarters as your real constraint.

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